



Ontario

Ministry of
Community and
Social Services

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Visitors Who Help

Home Support Services

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Visiting homemakers and nurses services

For instance, a mother's absence or illness could severely disrupt her family's life. Should she be hospitalized, or otherwise be absent from the home, a mature, responsible homemaker could care for the children and keep the family functioning until the mother was well, or some permanent arrangement could be made for the children. The services of a homemaker or qualified nurse might allow a mother to stay home or return home sooner from a hospital.

Visiting homemakers and nurses services can provide needed help at home in times of crisis, and when people have chronic problems.

An elderly, disabled or handicapped person may also have the help at home that makes it possible for him or her to live in familiar surroundings. Such services may allow a person with a chronic problem to avoid the need to enter a hospital or the need for long-term care in an institution.

What is a homemaker?

Homemakers are reliable persons who can assume responsibility for the management of a household, and personal care services, for children, for the ill, the elderly, the handicapped.

They may prepare meals, shop, do light laundry and cleaning or provide personal care services such as dressing, and help with personal hygiene. They may also provide simple bedside care under the direction of a physician or visiting nurse. These services can be provided daily or periodically, as required.

Some homemakers are trained to teach home management, to help parents improve housekeeping and child care skills. They may provide instruction in budgeting, meal planning, mending and other normal household tasks.

What is a visiting nurse?

Visiting nurses are qualified nurses registered under The Nurses Act.

They provide medical care in a patient's home so that elderly, handicapped or convalescent persons can remain there, rather than go to a hospital, nursing home or other institution.

A doctor must certify that the services of a nurse are necessary to enable a patient to stay at home or to return home from a hospital. The nurse can make as many visits as the physician requests, to provide special medical care.

What is the cost of these services?

Clients who can pay for visiting homemaker or nurses services are expected to do so.

Otherwise, all or part of the cost may be paid by the Social Services Department of your local municipality or Indian Band. The Ministry of Community and Social Services reimburses the Municipalities and Indian Bands 80 per cent of the cost.

A person in need is a person who has an income that is less than the amount the municipality considers necessary to meet the person's needs. In deciding whether someone is eligible for financial assistance, a municipality will take into account income less monthly expenses including the cost of Homemakers and Nurses Services. Assets such as savings, stocks and bonds are also taken into consideration.

A municipality or Indian Band may employ its own nurses or homemakers, or may purchase the services from individuals, private non-profit groups and other organizations.

Are there any residence requirements?

There are no residence qualifications - a person must, however, live in the municipality where he or she applies for the service. An applicant need not have lived in Ontario for any specific length of time.

For More Information

Anyone who needs home services but cannot afford all of the cost should phone or visit the local municipal Social Service Office. Information is also available from the nearest Area Office of the Ministry of Community and Social Services

Where to locate these services

Visiting homemakers and nurses services can be located through:

- Social Service Offices
- Visiting Homemakers' Associations
- The Canadian Red Cross Society
- The Victorian Order of Nurses
- Public health offices
- Community information offices
- Hospital discharge services
- Area Offices of this Ministry

Ministry Area Offices

Northern Region

Sudbury

111 Larch St.
Suite 1, 8th Fl.
Sudbury, Ont. P3E 4T5
(705) 674-7543

Thunder Bay

710 Victoria Ave.
Suite 301
Thunder Bay, Ont.
P7C 5P7
(807) 475-1300

Timmins

P.O. Box 1720
South Porcupine, Ont.
P0H 1H0
(705) 264-9407

Southeastern Region

Kingston

1055 Princess St.
P.O. Box 970
Kingston, Ont. K7L 4X8
(613) 544-6206

Ottawa

2197 E. Riverside Dr.
Ottawa, Ont.
K1H 7X3
(613) 737-5520

Peterborough

139 George St. N.
Peterborough, Ont.
K9J 3G6
(705) 742-9292

Central Region

Barrie

70 Collier St.
5th Floor
Barrie, Ont. L4M 4Z2
(705) 737-1311

Toronto

110 Eglinton Ave. W.
5th Floor
Toronto, Ont. M4R 2C9
(416) 965-9943

Southwestern Region

Hamilton

100 Main St. East
Hamilton, Ont. L8N 1G3
(416) 526-9300

London

495 Richmond St., 6th Fl.
London, Ont.
N6A 5A9
(519) 438-5111

Waterloo

75 King St. S., 5th Fl.
Waterloo, Ont. N2J 1P2
(519) 886-4700

Windsor

250 Windsor Ave.
Windsor, Ont. N9A 6V9
(519) 254-1651

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